

Good To Go! IVR Scripts – CSC Tree Recordings As-Built

	File Name	Recording	Word Count
1	XferToCsr.wav	Please hold while we transfer you to a <i>Good To Go!</i> customer service representative	14
2	MayBeRecorded.wav	To ensure quality customer service this call may be monitored or recorded	12
3	TryAgain.wav	Please try again.	3
4	Correct1Again2.wav	If correct press 1. To try again press 2.	9
5	GoodBye.wav	Thank you for calling the <i>Good To Go!</i> Customer Service Center and good-bye.	13
6	IHeard.wav	You entered	2
7	At.wav	at	1
8	IDidntUnderstandThat.wav	I didn't understand that	4
9	ThankYou.wav	Thank you.	2
10	AreYouStillThere.wav	Are you still there?	4
11	TooFewDigits.wav	I didn't hear enough digits.	5
12	Reset.wav	Reset	1
13	Csc.Greeting.wav	Thank you for calling the <i>Good To Go!</i> Customer Service Center. Please select from the following options. You may make your entry at anytime during this message. You may also end this call at any time by hanging up.	39
14a	Csc.MainMenu.wav	For automated access to your Good To Go! account, press 1. For general information about Good To Go! press 2. To report a missed toll at the Tacoma Narrows Bridge or for information about a toll infraction press 3. To report a SR167 HOT lane violation and to be routed to the HERO program, press 4. To transfer to a Good To Go! customer service representative or to open a Good To Go! account, press 0. To return to the previous menu press star To repeat the current menu, press 9 Please note that star and 9 will only work when selected from a menu. If you are calling from a rotary phone, please hold while we connect your call to one of our customer service representatives.	127
15	Csc.EnterPin.wav	Please enter your four-digit <i>Good To Go!</i> Account PIN now	10
16	Csc.EnterAccount.wav	Please enter your account number followed by the pound sign.	10
17	Csc.InvalidAccount.wav	Invalid <i>Good To Go!</i> account number	6

18	Csc.InvalidPinForAccount.wav	These digits do not match the PIN associated with this <i>Good To Go!</i> account.	14
19	Csc.AccountClosed.wav	The <i>Good To Go!</i> account entered is closed.	8
20	Csc.AccountInfoMenu.wav	If you would like your current <i>Good To Go!</i> account balance, press 1. To hear a list of the last ten toll transactions, press 2. To hear the details of the last five payments, press 3. To update your <i>Good To Go!</i> account information, press 4. To transfer to a <i>Good To Go!</i> customer service representative, press 0.	58
21	Csc.AccountBalancel.wav	Your available balance is	4
22	Csc.LastEtc1.wav	Your last ten <i>Good To Go!</i> toll transactions were on	10
23	Csc.LastEtc2.wav	was recorded at	4
24	Csc.LastEtc3.wav	in the amount of	4
25	Csc.Payment1.wav	A replenishment payment made with	5
26	Csc.Payment2.wav	in the amount of	4
27	Csc.Payment3.wav	was credited on	3
28	Csc.NoTransactions.wav	There have been no Toll transactions on this account.	9
29	Csc.NoPayments.wav	There have been no payments made to this account.	9
30	Csc.GeneralInfoMenu.wav	To hear how to use <i>Good To Go!</i> , press 1 To hear the different methods available to set up an account, press 2 To hear our Internet address, press 3 To hear our walk in address, press 4 To hear a list of locations where your <i>Good To Go!</i> transponder can be used, press 5 To transfer to a Customer Service Representative, press 0	64
31	Csc.EtcLocations.wav	Your <i>Good To Go!</i> transponder can be used on the Tacoma Narrows Bridge and the SR 167 HOT lanes.	19
32	Csc.EtcEnroll.wav	You can sign up for a <i>Good To Go!</i> account by either phone, web, mail, or walking in to a customer service center. To open an account over the phone please press 0.	33
33	Csc.EtcInstructions.wav	Good To Go! is Washington's Electronic Toll Collection program. Customers prepay toll money to their Good To Go! account and pay tolls while traveling at highway speeds. Customers enrolled in the Good To Go! program receive transponders that mount on the inside of the vehicle's windshield. Using Radio-Frequency (RF) the system detects the transponder. The transponder communicates with the equipment installed above the lane links to the account, and deducts the toll. You can learn more by visiting our web site at www.wsdot.wa.gov/goodtogo or by speaking to a Customer Service Representative.	92
34	Csc.EtcInternetAddress.wav	Our internet address is www.wsdot.wa.gov/goodtogo , that's www.w-s-d-o-t.w-a.g-o-v/g-o-o-d-t-o-g-o , once again that's www.wsdot.wa.gov/goodtogo	11

35	Csc.EtcWalkInDirections.wav	We are located off Olympic Drive at 3212 50th Street CT, Suite 200 in Gig Harbor Washington. That is 3212 50 th Street CT Suite 200 in Gig Harbor Washington.	29
36	Csc.UpdateAccountInfoMenu.wav	To update the expiration date on the credit card used for auto-replenishment, press 1 To replace the credit card number used for auto-replenishment, press 2 To change the amount your credit card is charged for each auto-replenishment transaction, press 3 To change the daytime phone number on your <i>Good To Go!</i> account, press 4 To change the evening phone number on your <i>Good To Go!</i> account, press 5 To change your PIN number, press 6 To speak to a <i>Good To Go!</i> customer service representative, press 0 Or press the star key to return to the main menu.	98
37	Csc.NoReplenish.wav	Our records indicate that you have not signed up for auto-replenishment.	11
38	Csc.NonRevenueMenu.wav	This selection is not valid for your <i>Good To Go!</i> account type.	12
39	Csc.EnterNewPin.wav	Please enter your new four-digit <i>Good To Go!</i> PIN now	10
40	Csc.AccountProblem.wav	We are having trouble accessing your account. Please hold while we transfer you call to a customer service representative.	16
41	Csc.PinChanged.wav	Your new PIN number has been saved.	7
42	Csc.EnterDayPhone.wav	Please enter your new ten-digit phone number including the area code, followed by the pound sign	16
43	Csc.DayPhoneChanged.wav	Your daytime phone number has been changed.	7
44	Csc.EnterNightPhone.wav	Please enter your new ten-digit evening phone number including area code, followed by the pound sign.	16
45	Csc.NightPhoneChanged.wav	Your evening phone number has been changed.	7
46	Csc.EnterUpdateCcNumber.wav	Please enter the credit card number that you wish to update, followed by the pound sign	16
47	Csc.EnterReplaceCcNumber.wav	Please enter the credit card number that you wish to replace, followed by the pound sign	16
48	Csc.EnterNewCcNumber.wav	Please enter the new credit card number you wish to register on your <i>Good To Go!</i> account, followed by the pound sign	22
49	Csc.WrongCcNumber.wav	The credit card number you entered does not match the credit card number on your <i>Good To Go!</i> account.	19
50	Csc.EnterNewExprDate.wav	Please enter the credit card expiration date followed by the pound sign. The credit card expiration date format is a two-digit month, followed by a two-digit year. For example, if the date on the card is January 2009, you would enter zero (0) one (1) zero (0) <u>nine</u> (9)	49
51	Csc.BadCcDate.wav	The date you entered has not been entered correctly or has already expired	13
52	Csc.BadCc.wav	The credit card number entered is invalid. The valid credit card types are Visa, MasterCard, Discover, and American Express	19

53	Csc.CclInfoUpdated.wav	Your credit card information has been updated	7
54	Csc.ReplenishAmount.wav	Your replenishment amount is the amount your credit card is charged when your <i>Good To Go!</i> account balance reaches a low balance.	22
55	Csc.EnterReplenishAmount.wav	Please note that the replenishment amount you enter must be thirty dollars or more. The amount must be entered in whole dollar amounts followed by the pound sign. For example, thirty dollars would be entered three zero, and then press the pound key. Please enter your new replenishment amount followed by the pound sign now.	55
56	Csc.BadReplenishAmount.wav	The amount you entered is not valid	7
57	Csc.ReplenishAmountUpdate.wav	Your replenishment amount has been updated to	7
58	csc.Credit Card.wav	credit card	2
59	csc.Debit Card.wav	debit card	2
60	csc.Check.wav	check	1
61	csc.Cash.wav	cash	1
62	csc.Ach.wav	Autodraft ACH	2
63	csc.Inter_Balance_Transfer.wav	inter-balance transfer	2
64	csc.Internal_Account_Payment.wav	internal account payment	3
91a	91aCsc.Closed.wav	Our customer service center is now closed. Our normal business hours are, Monday through Friday, 8AM to 5PM, and Saturday 9AM to 1PM, Pacific Time. Please call back during normal business hours. Thank You.	34
	Holiday	Thank you for calling Good To Go!. Our Customer Service Center is closed today in observance of the holiday.	19
93	csc.BadPhoneNumber	I'm sorry but that phone number is invalid.	8

OUTBOUND MESSAGES			
94	CCExpiration.wav	Hello. This is an automated message from the <i>Good To Go!</i> Customer Service Center. Based on our records, your <i>Good To Go!</i> account is set up for automatic replenishment using a credit card that is due to expire at the end of this month. Please call 1-866-936-8246 to update your account with new credit card information to prevent receiving a toll infraction. That number again is 1-866-936-8246 or you can access your account online at wsdot.wa.gov/goodtogo . Thank You.	77
95	AutoreplenishFail.wav	Hello. This is an automated message from the <i>Good To Go!</i> Customer Service Center. We tried to process an automatic replenishment for your <i>Good To Go!</i> account today. However, your account was not replenished, due to a problem with your credit card or bank information. Please call 1-866-936-8246 as soon as possible and speak to a Customer Service Representative to prevent receiving a toll infraction. That number again is 1-866-936-8246. Thank You	72

96a	96aEmergency.wav	Thank you for calling <i>Good To Go!</i> Our Customer Service Center is closed due to unforeseen circumstances. Please try your call again later. Our normal business hours are, Monday through Friday, 8AM to 5PM, and Saturday 9AM to 1PM, Pacific Time. Thank You.	43
97a	97aBusinesshours.wav	Our normal business hours are, Monday through Friday, 8AM to 5PM PM, and Saturday 9AM to 1PM Pacific Time.	19
98	ACHLowBalance.wav	Hello. This is an automated message from the Good To Go! Customer Service Center. Based on our records, your Good To Go! account is set up for automatic replenishment using your bank account and it appears that it will reach the minimum threshold before your next automatic replenishment. Please call 1-866-936-8246 to make an additional payment to your account balance and prevent receiving a toll infraction. That number again is 1-866-936-8246. You may also increase your automatic replenishment amount to prevent this situation from occurring in the future.	88
LANE/PLAZA MESSAGES			
100	TNB.wav	Tacoma Narrows Bridge lane	4
101	TNB24.wav	Tacoma Narrows Bridge 24 th Street On-Ramp lane	7
102	SR167NB15.wav	Northbound Highway 167 15th Street Southwest lane	7
103	SR167NBSR18.wav	Northbound Highway 167 State Route 18 lane	6
104	SR167NB15NW.wav	Northbound Highway 167 15th Street Northwest lane	7
105	SR167NB277.wav	Northbound Highway 167 South 277 th Street lane	7
106	SR167NBSR516.wav	Northbound Highway 167 State Route 516 lane	6
107	SR167SBS212.wav	Northbound Highway 167 South 212 th Street lane	7
108	SR167SBI405.wav	Southbound Highway 167 I 405 lane	6
109	SR167SB41.wav	Southbound Highway 167 Southwest 41st Street lane	7
110	SR167SB84.wav	Southbound Highway 167 84th Ave South lane	7
111	SR167SBSR516.wav	Southbound Highway 167 State Route 516 lane	6